Digicel broadband

WiMAX USB modem

User Manual

Digicel Broadband WiMAX USB modem (AX225)

User Manual

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1. INTRODUCTION

1.1 Welcome to Digicel Broadband's WiMAX USB modem

Thank you for choosing the Digicel Broadband WiMAX USB Modem (hereinafter referred to as "modem").

The modem represents next generation mobile broadband technology that's designed to work as fast outdoors as it does inside your home. With the modem, you'll connect to the Internet without complications. You can take the Internet, and everything you do with it, along with you.

Getting started with the modem is simple: Just, connect your modem to your computer and the Connection Manager will be installed automatically, then activate your modem service, and you will have broadband Internet on the go. To guarantee your modem is always in its best condition, please read this manual carefully and keep it for future use.

The pictures, symbols and contents in this manual are just for your reference. They might not be completely identical with your modem. The manufacturer operates a policy of continuous development and reserves the right to update and modify the technical specifications in this document at any time without prior notice.

1.2 USB modem functions

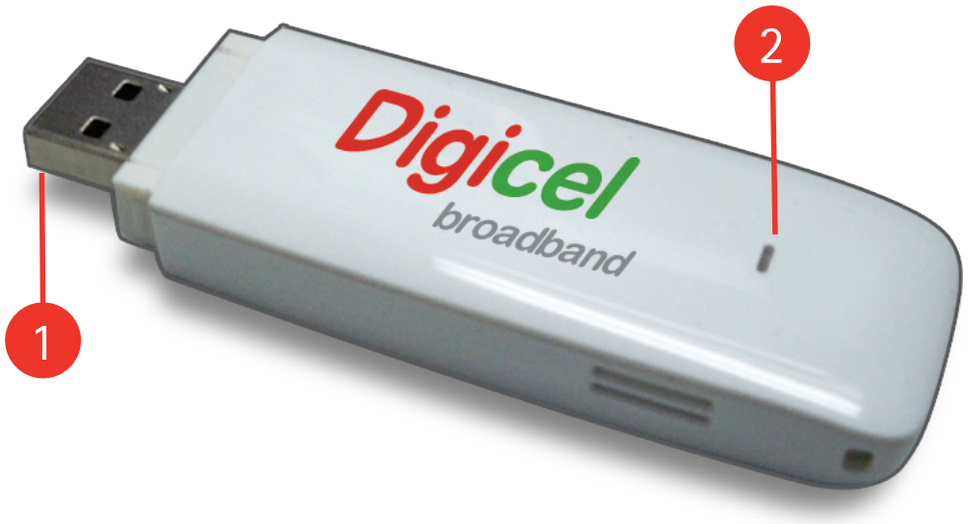
Data service, Connection management, etc.

1.3 Specification

Mode of Access	WiMAX (Worldwide Interoperability for Microwave Access)
WiMAX Protocol	802.16e (IEEE 802.16-2005)
Frequency Allocation	2496~2690MHz
Dimension (W*D*H)	86.7 mm x 27.4 mm x 13 mm
Weight	Approx 56 g

1.4 Modem view and interfaces

1. USB Connector
2. LED Indicator Light



1.5 LED Indications

Your modem gives you at-a-glance status information via its LED indicator bar. Here's a list of indicators and meanings:

- **Green status light** – Solid Green indicates the modem is powered and service is available. Flashing Green indicates data activity (send/receive).
- **Amber status light** – Flashing Amber indicates a transitional state (initialisation, firmware updates, acquiring network).
- **Red status light** – Indicates a problem state (no network service available, other errors).

1.6 Working Conditions

Working temperature: -10°C to +55°C [14°F to 131°F]
Working humidity: 5% to 95%
Storage temperature: -40°C to +70°C [-40°F to 158°F]
Storage humidity: 5% to 90%

2. INSTALLING MODEM

Installing the modem Connection Manager (CM) Software and connecting your modem requires just a few simple steps:

- Turn on your computer
- Insert your modem which installs the modem Connection Manager (CM) automatically
- Activate your modem service.

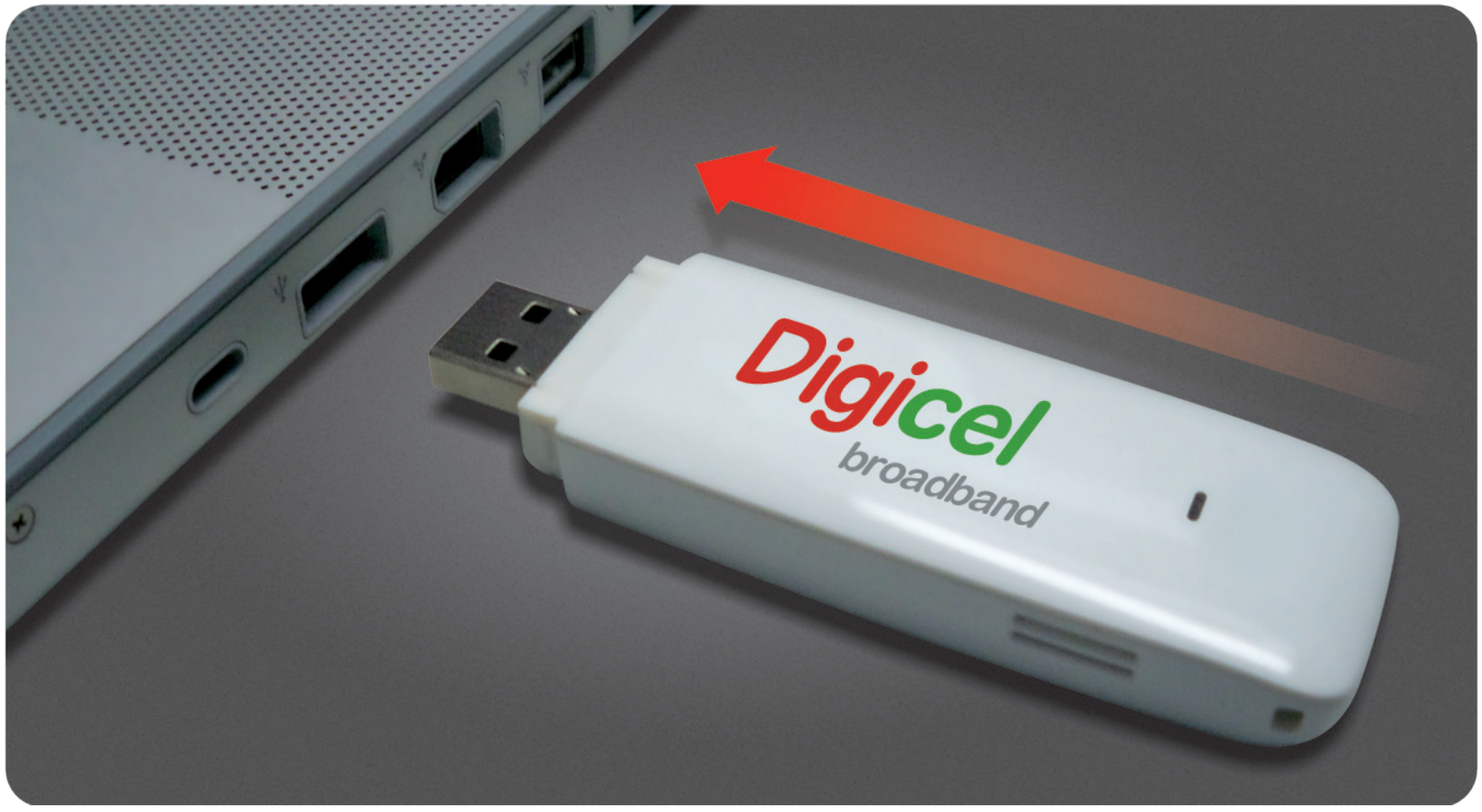
2.1 System Requirements

The system requirements provided here reflect only the standards required to install and run the modem Connection Manager (CM).

- Operating System: Windows XP (service pack 2 or 3) or Windows Vista (service pack 1).
- Port: One USB 2.0 port.
- Processor: 466 MHz or higher (1 GHz or higher recommended).
- Hard Disk: 50 MB available disk space required.
- RAM: 256 MB minimum (512 MB or higher recommended).
- Storage: 50 MB available disk drive space (100 MB or more recommended).

2.2 Inserting modem

Insert the modem as shown below:



When you insert the modem into your computer for the first time, your system will detect the new hardware automatically.

2.3 Installing modem Connection Manager

The modem Connection Manager (CM) manages modem connections.

- The modem Connection Manager (CM) does not manage connections for any other wireless connection cards including those designed to operate on the major cellular networks.
- To connect using another type of connection card, exit modem Connection Manager (CM) from the system tray and then launch that card's connection manager program.
- To return to the Digicel Broadband service of the modem, turn off the other connection manager program and then launch modem Connection Manager (CM).

Note: Please make sure you have uninstalled any previous version of the CM.

1. When you insert the modem into your computer for the first time, the below screen should appear automatically, please click "Next" button.
2. Click the "Change" button to select a different destination folder and click the "Next" button to continue installation.
3. Click the "Install" button to begin installation.
4. The installation is now in progress.
5. Click "Finish" when prompted.

After the installation, the installation software will create a shortcut icon on the desktop, and "Digicel Broadband CM" and "Uninstall" program groups in

the computer can be found by navigating like this : Start > Programs > Digicel Broadband CM menu.

2.4 Connecting to Digicel Broadband with the USB modem

After you install the Digicel Broadband Connection Manager your web browser will automatically open and direct you to the Digicel Broadband self-care portal.

After typing in your information and following the instructions in the self care portal you will be able to start using the features that you have signed up for. (Internet access/VoIP calls)

2.5 Removing the modem safely

If you need to remove your modem from the computer please make sure that the Digicel Broadband CM application is closed and always use the "Safe removal of hardware" procedure. Improper operation will cause the software drivers to be locked or corrupted.

Use the following steps to safely remove your modem. First close the software application by clicking the "Close" button then click "OK" to confirm.

Safely remove the modem

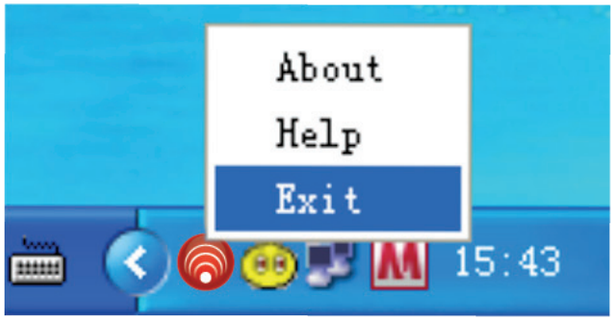
- E.g. in Windows XP, click the icon on the system tray.
- Click on "Safely Remove Hardware" to shut down the drivers safely.

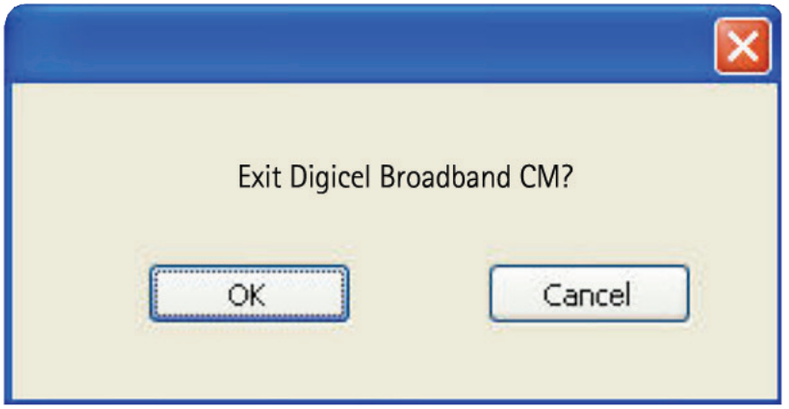
- Remove the modem.

2.6 Uninstalling modem Connection Manager

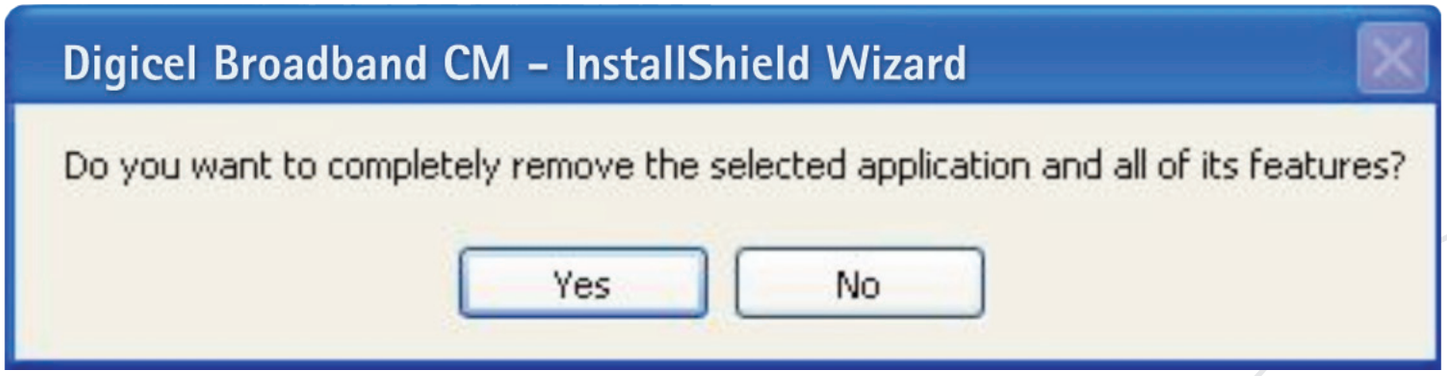
Make sure the modem Connection Manager is closed.

Right click on the modem Connection Manager icon in the system tray and click "Exit". Click 'OK" to confirm that you want to exit Connection Manager.





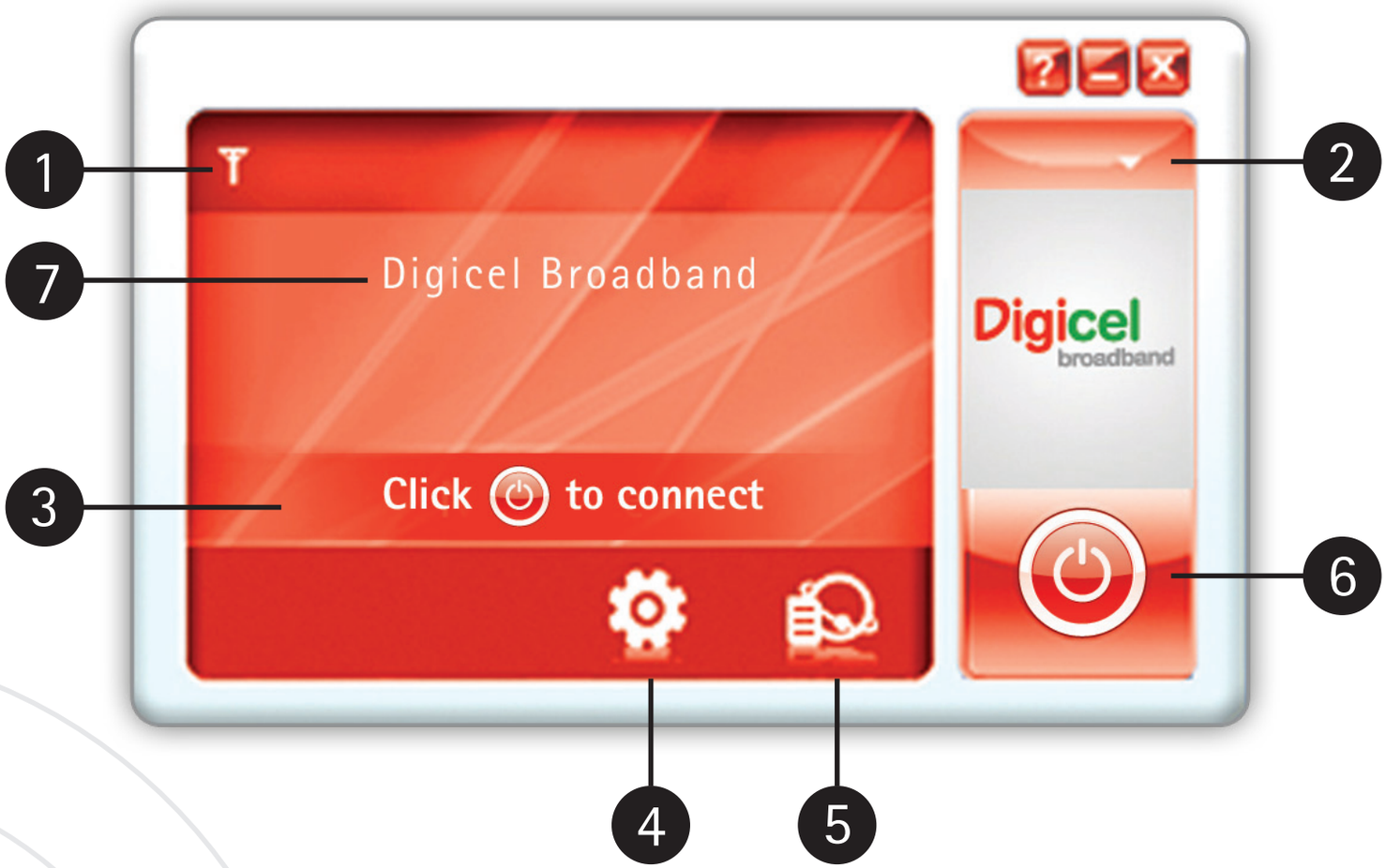
Click Start > (All) Programs >Digicel Broadband CM> Uninstall.
Or Click Start > Control Panel > Add or Remove Programs, highlight Digicel Broadband CM, and click Remove.


Digicel Broadband CM - InstallShield Wizard
Do you want to completely remove the selected application and all of its features?
Yes
No

Click the "Yes" button to confirm that you want to uninstall the modem Connection Manager.

3. MODEM CONNECTION MANAGER INTERFACE

When you launch the modem Connection Manager, the CM interface will be displayed as below:



1. **Signal indicator:** Shows signal strength if the Digicel Broadband network is connected
2. **Menu Button:** Three submenu items can be found here when clicked: “About”, “Help” and “Exit”
3. **Status Bar:** This shows the modem status: “No Device”, “Searching”, “Click icon to connect”, “Connecting”, “Connected” or “RF Off”
4. **Options Button:** Configures the modem options
5. **Data Records Button:** Shows the data records
6. **Connect Button:** Connects/Disconnects to the Digicel Broadband network or wakes up the modem by clicking this button
7. **Operator Name:** Shows the operator name of the network- Digicel Broadband

3.1 Connection Status

Below are descriptions of the various Connection Status Messages that will be displayed in the Status Bar while using the Connection Manager.

- **No Device:** The Connection Manager software has not detected the modem.
- **Searching:** The modem is searching for networks.
- **Waiting for Connection:** When the modem has searched for the Digicel Broadband network, the CM will display "Waiting for Connection". If the network is available, click the "Connect" button to initiate a connection.
- **Connecting:** The modem is establishing a new connection to Digicel Broadband. Click the "Cancel" button if you want to prevent from connecting to Digicel Broadband.
- **Connected:** The modem is connected to the Digicel Broadband network successfully.
- **RF Off:** When "RF Off" appears, the radio connections of the modem are disabled so no signal is being received. Click the "Connect" button to wake up the radio connections, and initiate a connection to find the Digicel Broadband network.

3.2 Digicel Broadband signal strength

When connected to the Digicel Broadband network or when viewing available networks, the bar indicates the relative strength of your Digicel Broadband signal. Signal strength indicates how strong the Digicel Broadband coverage is in the particular area and is not an indicator of network speed.

4. MODEM CONNECTION MANAGER SETTINGS

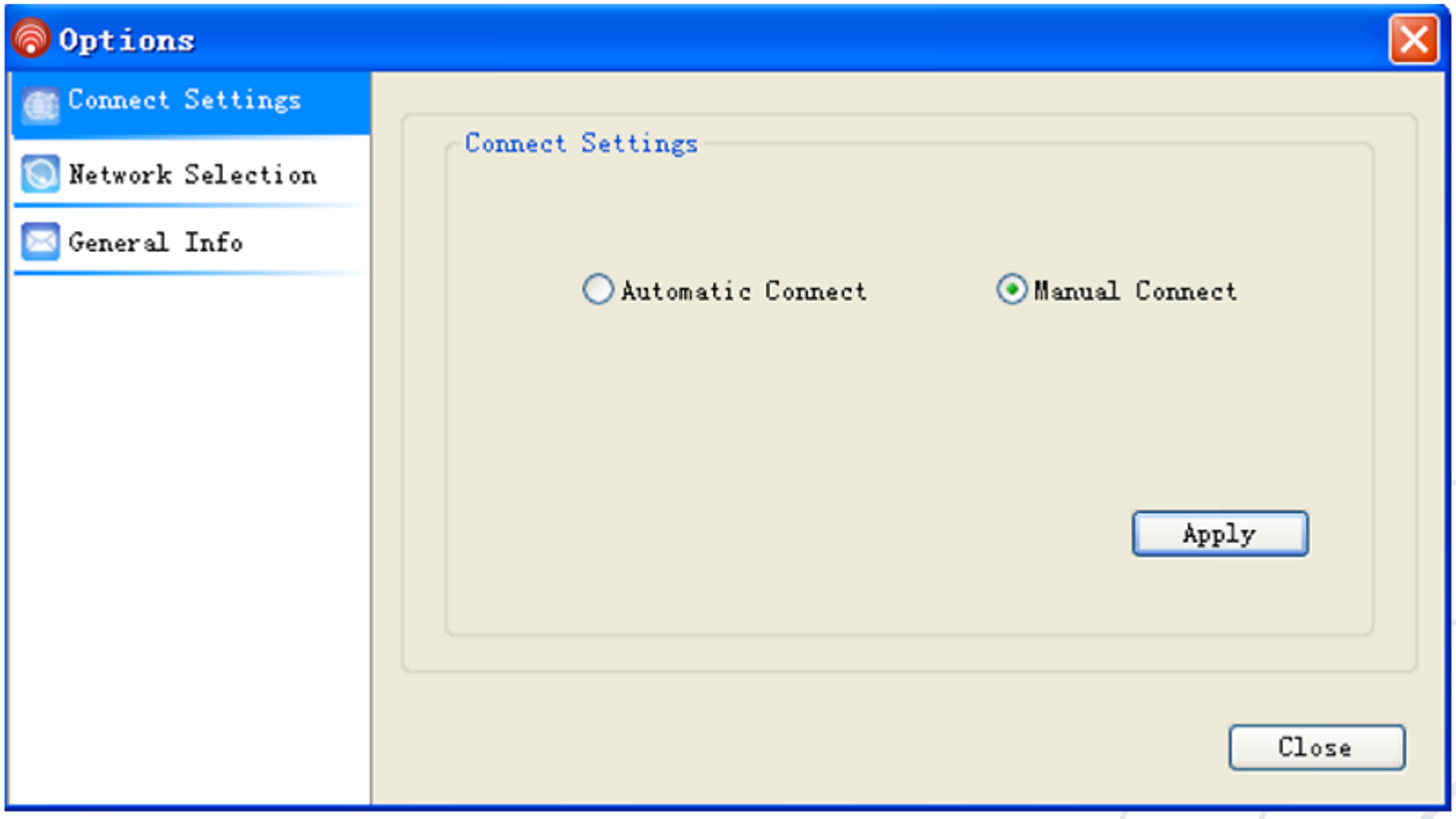
4.1 Options

The Options Settings window is divided into three panels:

- Connect Settings
- Network Selection
- General Info

4.1.1 Connect Settings

Click Options > Connect Settings to display the Connect Settings panel.

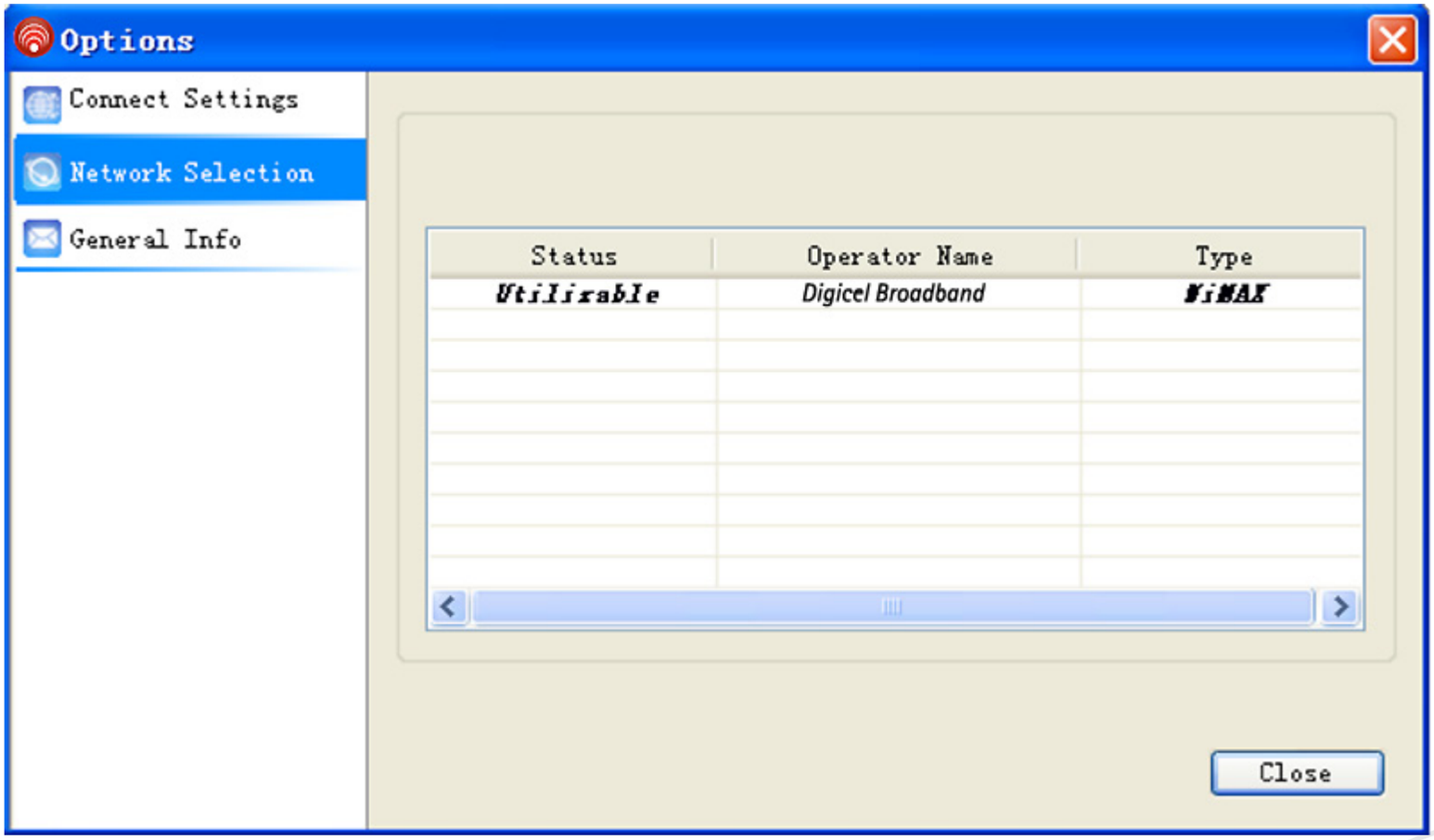


- **Automatic Connect:** When you launch CM software or insert the modem into the computer, the modem will connect to the Digicel Broadband network automatically.
- **Manual Connect:** You need to click the Connect Button to connect to the Digicel Broadband network.

The Connect Settings are updated and confirmed effective when the CM is restarted or the device is inserted again.

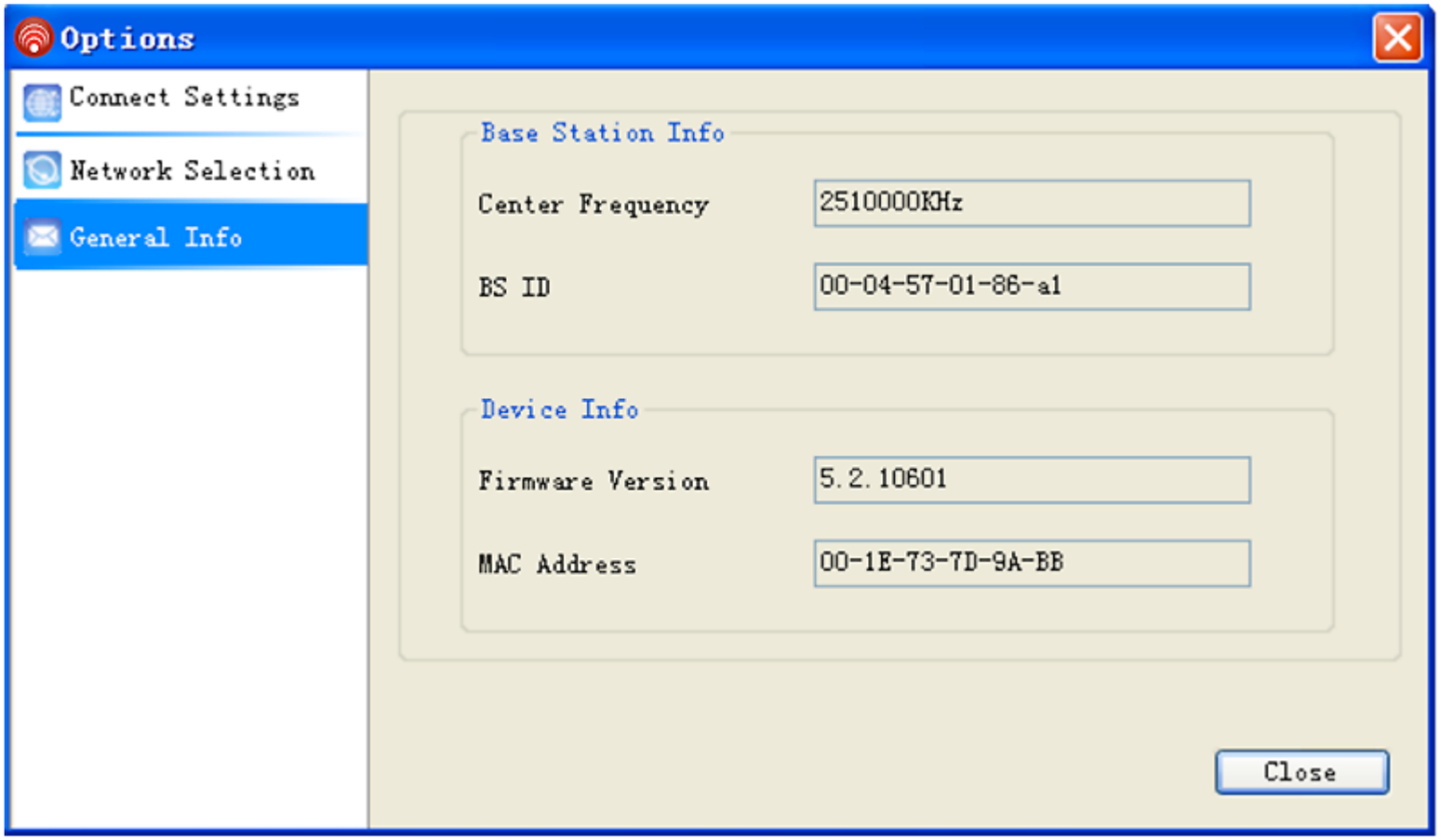
4.1.2 Network Selection

Click Options > Network Selection to display the Network Selection panel. You will see the searched network information including status, operator information and network type.



4.1.3 General Info

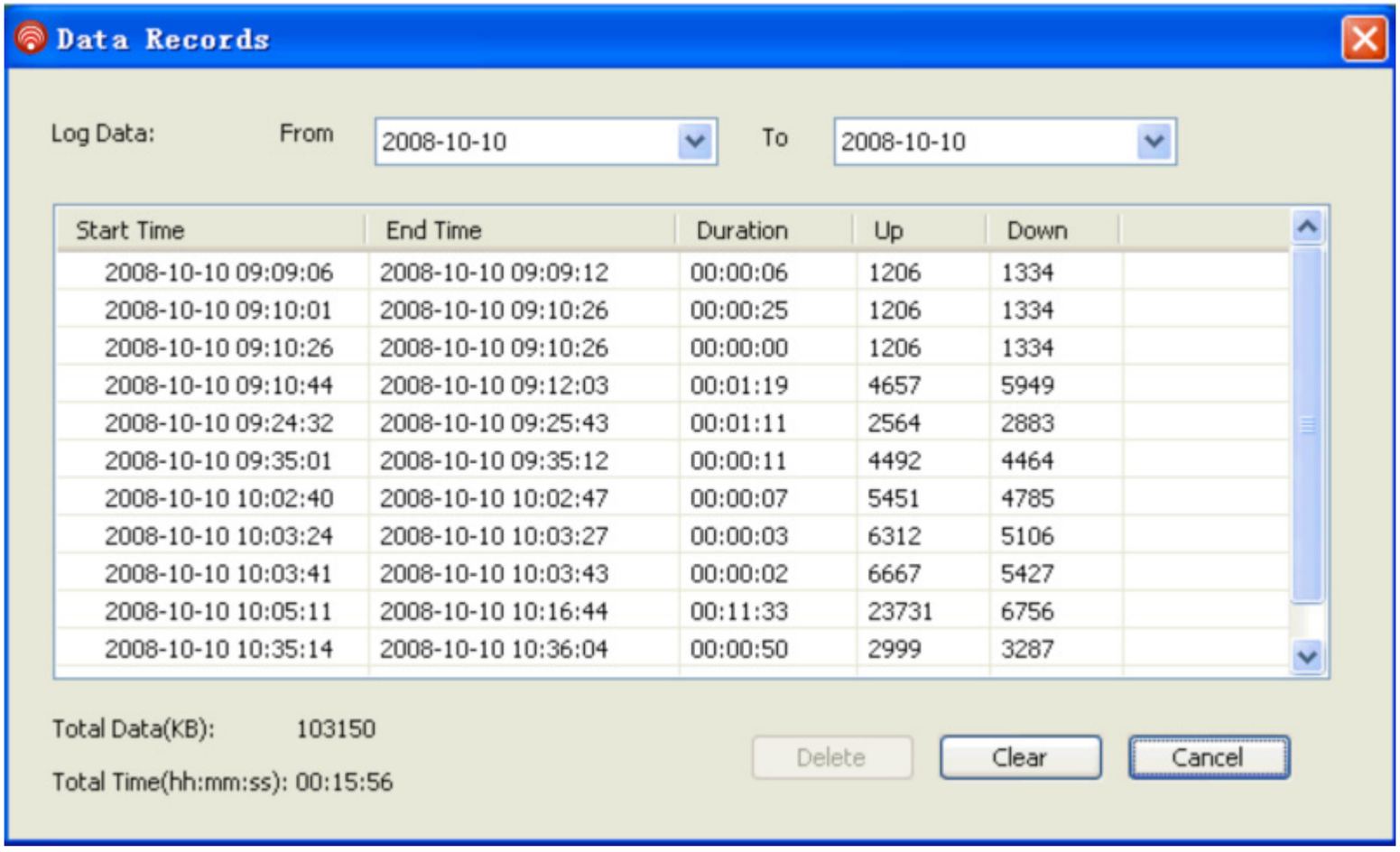
Click Options > General Info to display the general information panel.
You will see the basic information including Base Station Info and Device Info.



Center Frequency: The Center Frequency of base station.
BS ID: ID number of base station.
Firmware Version: The firmware version of modem.
MAC Address: The MAC address of the modem.

4.2 Connection History

Click Data Records to display the modem Connection Manager's connection history.



5. SAFETY, WARNING AND NOTICE

To the user

- Some electronic devices are susceptible to electromagnetic interference sent by the modem if inadequately shielded, such as electronic system of vehicles. Please consult the manufacturer of the device before using the modem if necessary.
- Operating a laptop and modem may interfere with medical devices like hearing aids and pacemakers. Please always keep the modem more than 20 centimeters away from such medical devices when they are in use. Power off modem if it is necessary. Consult a physician or the manufacturer of the medical device before using the modem.
- Be aware of the usage limitation when using a modem at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Do not use the modem if necessary.
- Don't touch the antenna area while connected. This can affect your modem's performance and reduce the signal quality.
- Do not use the modem at a gas station.
- The modem contains sensitive electronic circuitry. Do not expose the modem to any liquids, high temperatures or shock.
- Store the modem out of the reach of small children. The modem may cause injury if used as a toy.
- Only use original accessories or accessories that are authorised by the

manufacturer. Using unauthorised accessories may affect your modem's performance, damage your modem and violate related national regulations.

- Always handle the modem with care. Be careful not to drop or bend the modem.
- There are no user serviceable parts inside the modem. Unauthorised dismantling or repair of the modem will void the warranty.
- This modem generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.
- This modem must be installed and operated in accordance with provided instructions and must be used to provide a separation distance of at least 5 mm from all persons and must not be co-located or operating in conjunction with any other transmitter.

Modem

- Please use original accessories or accessories that are authorised by the manufacturer. Using any unauthorised accessories may affect your modem's performance, and violate related national regulations about telecom terminals.
- Avoid using the modem near metallic structure device or establishment that can emit electromagnet wave. Otherwise it may influence receiving of signals.
- The modem is non-waterproof, please keep it dry and store in shady and cool place.
- Don't use the modem immediately after a sudden temperature change e.g.

from an air conditioned environment to high temperature and humidity outside. In such cases there could be condensing moisture inside the modem which can cause internal damage. Unplug the modem and leave it for 30 minutes before use.

- Treat the modem carefully. Don't drop, bend, knock or harshly treat it to avoid destructive damage.
- Do not attempt to disassemble the modem by yourself. Changes and modifications made to the modem without the approval of manufacturer could void your authority to operate this modem.

In Aircraft

Please power off the modem before the airplane takes off. In order to protect the airplane's communication system from interference, it is never allowed to use the modem when the airplane it is in flight. If you have to use your modem before take-off, you must receive permission from the aircrew. The aircrew will make a decision on whether or not you can use the modem in accordance with air safety regulations.

5.1. Cleaning and maintenance

- The modem is non-waterproof, please keep it dry and store in a shady and cool place.
- Do not use or store the device in dusty or dirty areas, since its moving parts and electronic components can be damaged in such environment.
- If you want to clean your modem, please use clean fabric that is damp or anti-static. Do not use harsh chemical cleaning solvents or strong detergents to clean your modem, such as alcohol, dilution agent and benzene. Power-off your modem before you clean it.

5.2. Limitation of liability

Digicel Broadband shall not be liable for any loss of profits or indirect, special, incidental or consequential damages resulting from or arising out of or in connection with using this product, whether or not Digicel Broadband had been advised, knew or should have known the possibility of such damages.

6. FREQUENTLY ASKED QUESTIONS

If you meet the following problems while using the modem, please refer to the following answers to solve it. If the problems still exists, please visit www.digicelbroadband.com.

After the modem is plugged in, the Connection Manager program doesn't run automatically.

The system configuration is not proper. Please open the UI program manually

After restarting the computer, there is no signal.

- You are in a location where the Digicel Broadband network does not offer coverage. Move to another location that has a better signal.
- The modem isn't connected well. Pull out and insert the modem safely again.

When the modem is being inserted, the notebook computer does not recognise it.

- The installation programs of the modem haven't been installed properly.
- The modem isn't connected well. Restart the computer, or connect the modem again.

Data connection failed.

- You are in a location where the Digicel Broadband network does not offer coverage. Move to another location that has a better signal.
- The network at this time in this place is busy now. Try again later.
- The modem data has an error. It is possibly the Digicel Broadband network is experiencing problems.

Visit www.digiceljamaica.com/broadband for more information.
The manufacturer of the Digicel Broadband WiMAX USB modem is ZTE.